

# Major Incident Notification

## 326.1 PURPOSE AND SCOPE

Best Practice **MODIFIED**

The purpose of this policy is to provide guidance to employees of the California Department of State Hospitals (DSH) Office of Protective Services (OPS) in determining when, how and to whom notification of major incidents should be made.

## 326.2 POLICY

Best Practice **MODIFIED**

DSH recognizes that certain incidents should be brought to the attention of supervisors or other specified DSH personnel to facilitate the coordination of activities and ensure that inquiries from the media and the public may be properly addressed.

## 326.3 MINIMUM CRITERIA FOR NOTIFICATION

Discretionary **MODIFIED**

Most situations where the media show a strong interest are also of interest to the Hospital Police Chief and Hospital Deputy Chief. The Hospital Police Chief or Hospital Deputy Chief will notify the Chief of Law Enforcement, Executive Director, and shall ensure the required notifications have been made to the Office of Law Enforcement Support (OLEES).. The following list of incident types is provided as a guide for notification and is not intended to be all inclusive:

- Homicide or attempted homicide
- Escape or attempted escape of a patient
- AWOL patient(s)
- On-grounds shooting or armed individual(s) detained or arrested by OPS
- Report of an armed person on hospital grounds
- Traffic accidents with serious injuries or fatalities (CHP will be notified to conduct the investigation)
- Officer-involved shooting - on or off duty (see OPS Policy Manual #305 Officer-Involved Shootings and Deaths Policy for special notifications)
- Accidental or negligent discharge of a firearm on or off duty
- Training accident at a department-approved shooting range involving the negligent or accidental discharge of firearm during on or off-duty qualifications with or without injury
- Significant injury to or death of an OPS employee - on or off duty
- Significant injury to or death of a patient (traffic collision during transports)
- Death of a DSH patient

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- Elder/Dependent Adult Abuse or Neglect of a serious nature requiring outside hospitalization for further medical evaluation and/or treatment
- Death of a prominent/executive DSH/OPS official - on or off duty
- Arrest of a department employee or prominent DSH/OPS official, on or off duty
- Serious peace officer misconduct to include but not limited to: detention, investigation or arrest by an outside law enforcement agency
- Aircraft crash with major damage and/or injury or death within DSH jurisdiction
- In-custody death of an individual while in the custody or control of DSH law enforcement
- In any case where it has been necessary to use chemical agents or impact weapons
- In any situation where the Watch Commander feels that the Lieutenant should be notified immediately
- Off-grounds law enforcement action by an OPS member, whether on and off duty
- U.S. Immigration and Customs Enforcement activity on hospital grounds
- Natural disasters including earthquake, flood, major power outage and fire
- Civil protests, demonstrations, or riots within the jurisdiction of DSH (same city)
- Any other significant event that may draw media attention
- Any other incident which may require the assistance or involvement of a local allied law enforcement agency

#### **326.4 WATCH COMMANDER RESPONSIBILITY**

**Discretionary** **MODIFIED**

The Watch Commander is responsible for making the appropriate notifications. The Watch Commander shall make reasonable attempts to obtain as much information on the incident as possible before notification. The Watch Commander shall attempt to make the notifications as soon as practicable. Notification should be made by calling the cell phone number first and then the home telephone number, and then by any other available contact numbers.

In most cases, the Watch Commander should send a follow-up email summarizing the information provided along with any updated items to the Hospital Police Chief and Hospital Deputy Chief with the most current status.

##### **326.4.1 STAFF NOTIFICATION**

**Discretionary** **MODIFIED**

In the event an incident occurs described in the Minimum Criteria For Notification section of this policy, the Watch Commander shall notify the appropriate Lieutenant and Supervising Special Investigator when applicable. The Hospital Police Chief and Hospital Deputy Chief shall be notified via the chain of command.

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### 326.4.2 INVESTIGATOR NOTIFICATION

**Discretionary** **MODIFIED**

If the incident requires that an investigator respond from home, the Watch Commander shall notify the on-call investigator with a follow-up notification to the Supervising Special Investigator, when applicable.

### 326.4.3 NOTIFICATION TO EXTERNAL LAW ENFORCEMENT AGENCIES

**Agency Content**

When an OPS member is the first DSH member to be notified of the incidents below, that officer shall notify the local law enforcement agency immediately, but no later than within two hours of the following patient-related incidents pursuant to Welfare and Institutions Code section 15630 (b)(1)(E)(i).

- (a) A death.
- (b) A sexual assault, as defined in Section 15610.63 of the Welfare and Institutions Code.
- (c) An assault with a deadly weapon, as described in Section 245 of the Penal Code, by a nonresident of the state mental hospital or state developmental center.
- (d) An assault with force likely to produce great bodily injury, as described in Section 245 of the Penal Code.
- (e) An injury to the genitals when the cause of the injury is undetermined.
- (f) A broken bone when the cause of the break is undetermined.

OPS is responsible for also notifying OLES within the established guidelines, ensuring prompt reporting as required by California law and OPS Policy #607 – Office of Law Enforcement Support.

### 326.4.4 PUBLIC INFORMATION OFFICER (PIO)

**Discretionary** **MODIFIED**

The Public Information Officer shall be called after employees have been notified that it appears the media may have a significant interest in the incident.